

**Continuing Care Retirement Community  
Disclosure Statement**

Date Prepared: 05/27/2021

FACILITY NAME: Windsor  
 ADDRESS: 1230 East Windsor Road, Glendale, CA ZIP CODE: 91205 PHONE: 818-244-7219  
 PROVIDER NAME: HumanGood California Obligated Group FACILITY OPERATOR: HumanGood California Obligated Group  
 RELATED FACILITIES: HumanGood RELIGIOUS AFFILIATION: Nonsectarian  
 YEAR # OF  SINGLE  MULTI- MILES TO SHOPPING CTR: 1.4  
 OPENED: 1937 ACRES: 3 STORY STORY  OTHER: Both MILES TO HOSPITAL: 1.5  
 \*\*\*\*\*

**NUMBER OF UNITS:**

|   |  |
|---|--|
| <b>RESIDENTIAL LIVING</b>                   | <b>HEALTH CARE</b>                                   |
| APARTMENTS — STUDIO: <u>39</u>              | ASSISTED LIVING: <u>39</u>                           |
| APARTMENTS — 1 BDRM: <u>29</u>              | SKILLED NURSING: <u>28</u>                           |
| APARTMENTS — 2 BDRM: <u>2</u>               | SPECIAL CARE: _____                                  |
| COTTAGES/HOUSES: <u>3</u>                   | DESCRIPTION: > _____                                 |
| RLU OCCUPANCY (%) AT YEAR END: <u>75.3%</u> | OVERALL CCRC OCCUPANCY (%) AT YEAR END: <u>76.4%</u> |

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**TYPE OF OWNERSHIP:**  NOT-FOR-PROFIT  FOR-PROFIT ACCREDITED?:  YES  NO BY: \_\_\_\_\_

**FORM OF CONTRACT:**  CONTINUING CARE  LIFE CARE  ENTRANCE FEE  FEE FOR SERVICE  
 (Check all that apply)  ASSIGNMENT OF ASSETS  EQUITY  MEMBERSHIP  RENTAL

**REFUND PROVISIONS:** (Check all that apply)  Refundable  Repayable  90%  75%  50%  OTHER: \_\_\_\_\_

**RANGE OF ENTRANCE FEES:** \$ \_\_\_\_\_ - \$ \_\_\_\_\_ **LONG-TERM CARE INSURANCE REQUIRED?**  YES  NO

**HEALTH CARE BENEFITS INCLUDED IN CONTRACT:** Limited

**ENTRY REQUIREMENTS:** MIN. AGE: 62 PRIOR PROFESSION: None OTHER: \_\_\_\_\_

**RESIDENT REPRESENTATIVE(S) TO, AND RESIDENT MEMBER(S) ON, THE BOARD:**  
 (briefly describe provider's compliance and residents' roles) > The 9 member Board includes 1 resident from the CCRCs in the obligated group.  
 > Resident Council Presidents from each of the CCRCs are invited to attend all meetings of the HumanGood Board and are provided with the related board materials in advance.  
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| <b>FACILITY SERVICES AND AMENITIES</b> |                                     |                                     |                                      |                                     |                                     |
|--|-------------------------------------|-------------------------------------|--------------------------------------|-------------------------------------|-------------------------------------|
| <u>COMMON AREA AMENITIES</u>           | <u>AVAILABLE</u>                    | <u>FEE FOR SERVICE</u>              | <u>SERVICES AVAILABLE</u>            | <u>INCLUDED IN FEE</u>              | <u>FOR EXTRA CHARGE</u>             |
| BEAUTY/BARBER SHOP                     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | HOUSEKEEPING ( <u>4</u> TIMES/MONTH) | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| BILLIARD ROOM                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | MEALS ( <u>3</u> /DAY)               | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| BOWLING GREEN                          | <input type="checkbox"/>            | <input type="checkbox"/>            | SPECIAL DIETS AVAILABLE              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| CARD ROOMS                             | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |                                     |                                     |
| CHAPEL                                 | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | 24-HOUR EMERGENCY RESPONSE           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| COFFEE SHOP                            | <input type="checkbox"/>            | <input type="checkbox"/>            | ACTIVITIES PROGRAM                   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| CRAFT ROOMS                            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | ALL UTILITIES EXCEPT PHONE           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| EXERCISE ROOM                          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | APARTMENT MAINTENANCE                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| GOLF COURSE ACCESS                     | <input type="checkbox"/>            | <input type="checkbox"/>            | CABLE TV                             | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| LIBRARY                                | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | LINENS FURNISHED                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| PUTTING GREEN                          | <input type="checkbox"/>            | <input type="checkbox"/>            | LINENS LAUNDERED                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| SHUFFLEBOARD                           | <input type="checkbox"/>            | <input type="checkbox"/>            | MEDICATION MANAGEMENT                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| SPA                                    | <input type="checkbox"/>            | <input type="checkbox"/>            | NURSING/WELLNESS CLINIC              | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| SWIMMING POOL-INDOOR                   | <input type="checkbox"/>            | <input type="checkbox"/>            | PERSONAL HOME CARE                   | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| SWIMMING POOL-OUTDOOR                  | <input type="checkbox"/>            | <input type="checkbox"/>            | TRANSPORTATION-PERSONAL              | <input type="checkbox"/>            | <input checked="" type="checkbox"/> |
| TENNIS COURT                           | <input type="checkbox"/>            | <input type="checkbox"/>            | TRANSPORTATION-PREARRANGED           | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |
| WORKSHOP                               | <input type="checkbox"/>            | <input type="checkbox"/>            | OTHER _____                          | <input type="checkbox"/>            | <input type="checkbox"/>            |
| OTHER <u>Coffee /Tea Room</u>          | <input checked="" type="checkbox"/> | <input type="checkbox"/>            |                                      |                                     |                                     |

All providers are required by Health and Safety Code section 1789.1 to provide this report to prospective residents before executing a deposit agreement or continuing care contract, or receiving any payment. Many communities are part of multi-facility operations which may influence financial reporting. Consumers are encouraged to ask questions of the continuing care retirement community that they are considering and to seek advice from professional advisors.

PROVIDER NAME: HumanGood California Obligated Group

**OTHER CCRCs**

**LOCATION (City, State)**

**PHONE (with area code)**

Piedmont Gardens

Oakland, CA

510-654-7172

Terraces at Los Altos

Los Altos, CA

650-948-8291

Plymouth Village

Redlands, CA

909-793-1233

Valle Verde

Santa Barbara, CA

805-687-1571

Rosewood

Bakersfield, CA

661-834-0620

Terraces of Los Gatos

Los Gatos, CA

408-356-1006

Terraces at San Joaquin Gardens

Fresno, CA

559-439-4770

Grand Lake Gardens

Oakland, CA

510-893-8897

\*Please see additional CCRCs listed on the following page.

**MULTI-LEVEL RETIREMENT COMMUNITIES**

**LOCATION (City, State)**

**PHONE (with area code)**

**FREE-STANDING SKILLED NURSING**

**LOCATION (City, State)**

**PHONE (with area code)**

**SUBSIDIZED SENIOR HOUSING**

**LOCATION (City, State)**

**PHONE (with area code)**

**NOTE:** PLEASE INDICATE IF THE FACILITY IS A LIFE CARE FACILITY.

PROVIDER NAME: HumanGood California Obligated Group

**OTHER CCRCs**

**LOCATION (City, State)**

**PHONE (with area code)**

Westminster Gardens

Duarte, CA

626-358-2569

White Sands La Jolla

La Jolla, CA

858-454-4201

Redwood Terrace

Escondido, CA

760-747-4306

Windsor

Glendale, CA

818-244-7219

Royal Oaks

Bradbury, CA

626-359-9371

Regents Point

Irvine, CA

949-854-9500

**MULTI-LEVEL RETIREMENT COMMUNITIES**

**LOCATION (City, State)**

**PHONE (with area code)**

**FREE-STANDING SKILLED NURSING**

**LOCATION (City, State)**

**PHONE (with area code)**

**SUBSIDIZED SENIOR HOUSING**

**LOCATION (City, State)**

**PHONE (with area code)**

**NOTE:** PLEASE INDICATE IF THE FACILITY IS A LIFE CARE FACILITY.

|  | <u>2017</u>       | <u>2018</u>        | <u>2019</u>       | <u>2020</u>       |
|--|-------------------|--------------------|-------------------|-------------------|
| <b>INCOME FROM ONGOING OPERATIONS</b>  |                   |                    |                   |                   |
| <b>OPERATING INCOME</b>  |                   |                    |                   |                   |
| (Excluding amortization of entrance fee income)                              | 244,074,000       | 247,979,000        | 259,033,000       | 260,661,000       |
| <b>LESS OPERATING EXPENSES</b>   |                   |                    |                   |                   |
| (Excluding depreciation, amortization, and interest)                         | 230,305,000       | 235,387,000        | 245,565,000       | 246,893,000       |
| <b>NET INCOME FROM OPERATIONS</b>  | <u>13,769,000</u> | <u>12,592,000</u>  | <u>13,468,000</u> | <u>13,768,000</u> |
| <b>LESS INTEREST EXPENSE</b>   | 20,237,000        | 19,095,000         | 17,411,000        | 12,946,000        |
| <b>PLUS CONTRIBUTIONS</b>  | 984,000           | 1,361,000          | 1,184,000         | 1,361,000         |
| <b>PLUS NON-OPERATING INCOME (EXPENSES)</b>                                  |                   |                    |                   |                   |
| (excluding extraordinary items)  | 13,992,000        | (4,317,000)        | 24,986,000        | 20,567,000        |
| <b>NET INCOME (LOSS) BEFORE ENTRANCE FEES, DEPRECIATION AND AMORTIZATION</b> | <u>8,508,000</u>  | <u>(9,459,000)</u> | <u>22,227,000</u> | <u>22,750,000</u> |
| <b>NET CASH FLOW FROM ENTRANCE FEES</b>                                      |                   |                    |                   |                   |
| (Total Deposits Less Refunds)  | 57,027,000        | 54,839,000         | 53,656,000        | 35,186,000        |

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**DESCRIPTION OF SECURED DEBT** (as of most recent fiscal year end)

| <u>LENDER</u>                 | <u>OUTSTANDING BALANCE</u> | <u>INTEREST RATE</u> | <u>DATE OF ORIGINATION</u> | <u>DATE OF MATURITY</u> | <u>AMORTIZATION PERIOD</u> |
|-------------------------------|----------------------------|----------------------|----------------------------|-------------------------|----------------------------|
| NorCal Series 2015            | \$42,710,000               | 2% to 5%             | 5/28/2015                  | 2045                    | 30 years                   |
| Series 2016 Construction Loan | \$1,584,000                | 2.89%                | 12/1/2016                  | 2023                    | 7 years                    |
| Series 2019                   | \$164,320,000              | 3% to 5%             | 8/1/2019                   | 2044                    | 25 years                   |
| SoCal Series 2015             | \$43,255,000               | 1.64%                | 12/17/2015                 | 2036                    | 20 years                   |
| Series 2020                   | \$82,355,000               | 1.26% to 1.56%       | 10/1/2020                  | 2036 - 2047             | 16 - 27 years              |

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**FINANCIAL RATIOS** (see next page for ratio formulas)

**2017 CCAC Medians**  
**50<sup>th</sup> Percentile**  
*(optional)*

|                                    | <u>2017</u> | <u>2018</u> | <u>2019</u> | <u>2020</u> |
|------------------------------------|-------------|-------------|-------------|-------------|
| <b>DEBT TO ASSET RATIO</b>         | 96.53%      | 40.18%      | 40.31%      | 39.39%      |
| <b>OPERATING RATIO</b>             | 2.56        | 98.91%      | 98.39%      | 97.17%      |
| <b>DEBT SERVICE COVERAGE RATIO</b> | 337         | 2.42        | 3.02        | 2.67        |
| <b>DAYS CASH ON HAND RATIO</b>     |             | 373         | 401         | 427         |

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**HISTORICAL MONTHLY SERVICE FEES** (Average Fee and Change Percentage)

|                 | <u>2017</u> | <u>%</u> | <u>2018</u> | <u>%</u> | <u>2019</u> | <u>%</u> | <u>2020</u> | <u>%</u> |
|-----------------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|
| STUDIO          | 2,519       | 4.40%    | 2,645       | 5.00%    | 3,208       | 5.00%    | 3,340       | 4.10%    |
| ONE BEDROOM     | 4,388       | 4.40%    | 4,607       | 5.00%    | 5,081       | 5.00%    | 5,289       | 4.10%    |
| TWO BEDROOM     | 5,112       | 4.40%    | 5,367       | 5.00%    | 6,921       | 5.00%    | 7,205       | 4.10%    |
| COTTAGE/HOUSE   | 5,395       | 4.40%    | 5,665       | 5.00%    | 4,979       | 5.00%    | 5,183       | 4.10%    |
| ASSISTED LIVING | 5,377       | 4.40%    | 5,646       | 5.00%    | 6,447       | 5.00%    | 6,769       | 5.00%    |
| SKILLED NURSING | 7,758       | 4.40%    | 8,146       | 5.00%    | 318/day     | 5.00%    | 334/day     | 5.00%    |
| SPECIAL CARE    |             |          |             |          |             |          |             |          |

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**COMMENTS FROM PROVIDER:** > Financial data is taken from the supplementary information in the audited combined financial statements of the HumanGood > California Obligated Group. HumanGood NorCal, HumanGood SoCal and HumanGood Fresno collectively form the HumanGood California Obligated Group. > This community is part of HumanGood SoCal.

**FINANCIAL RATIO FORMULAS**

**LONG-TERM DEBT TO TOTAL ASSETS RATIO**

$$\frac{\text{Long-Term Debt, less Current Portion}}{\text{Total Assets}}$$

**OPERATING RATIO**

$$\frac{\begin{array}{l} \text{Total Operating Expenses} \\ - \text{ Depreciation Expense} \\ - \text{ Amortization Expense} \end{array}}{\text{Total Operating Revenues} - \text{Amortization of Deferred Revenue}}$$

**DEBT SERVICE COVERAGE RATIO**

$$\frac{\begin{array}{l} \text{Total Excess of Revenues over Expenses} \\ + \text{ Interest, Depreciation, and Amortization Expenses} \\ \text{Amortization of Deferred Revenue} + \text{ Net Proceeds from Entrance Fees} \end{array}}{\text{Annual Debt Service}}$$

**DAYS CASH ON HAND RATIO**

$$\frac{\begin{array}{l} \text{Unrestricted Current Cash \& Investments} \\ + \text{ Unrestricted Non-Current Cash \& Investments} \end{array}}{(\text{Operating Expenses} - \text{Depreciation} - \text{Amortization})/365}$$

**NOTE:** These formulas are also used by the Continuing Care Accreditation Commission. For each formula, that organization also publishes annual median figures for certain continuing care retirement communities.